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ATTN: Federal Communications Commission

RE: Proceeding #11-65, AT&T Acquisition of T-Mobile

To Whom It May Concern:

My name is Justin Nealis, and I am a current customer of AT&T's Wireless service. My family and I were folded into AT&T after numerous acquisitions by them, though we originally started with a local Bellsouth Operator back in the nineties when the "Ma Bell" corporations were still relatively split up as a result of DOJ rulings against their monopolistic and anti-competitive behavior. We were happy with Bellsouth, happier still with SBC, and happiest when Cingular took over operations. Under Cingular, we experienced unparalleled call quality, customer service, and fair pricing on services. When AT&T snapped up Cingular and returned to its previous state as a Monopolistic Corporate Entity, our service quality plummeted, prices rose, and customer service was all but nonexistent; even today, I am unable to receive phone calls from my own parents, who live barely a block away from me. We see constant drops in phone calls, data rates that are sluggish at best and uncooperative customer service agents who try to blame our problems on us, the customers.

I write this letter of comment to voice my strong opinion against the acquisition, merger, or any such partnership between AT&T and T-Mobile USA. For several years now, AT&T has demonstrated their care only for their stock price, as demonstrated by record profits associated with record complaint levels from enraged consumers. The company has a history of not reinvesting into their infrastructure, instead opting to impose strict data caps and usage regulations on customers' handsets to try and curb back usage to avoid such a necessity. While I can certainly understand the need for wireless providers to provide equal quality of service to all of their customers, and that such data caps can ensure that users are discouraged from abusing their handsets, AT&T has taken steps to introduce such caps into their home broadband sector – a step entirely frowned upon by the industry and consumers at large, let alone needed.

In recent months, nay, years, AT&T has demonstrated themselves to be wholly obsessed with profit margins and uninterested in the demands of their customers. They continue to gouge customers on pricing compared to competitors such as Sprint and T-Mobile USA, refuse to invest in infrastructure

upgrades (and even refer to their severely limited HSPA network – the pinnacle of 3G in the rest of the world – as a fourth generation network), and have now begun imposing rules and regulations on home customers as well in the form of usage caps, caps that are entirely unnecessary in the home broadband market (for an example of why such restrictive caps on home connections are bad, look no further to the complaints against ISPs in Canada and South Africa, where they are the norm). To make matters worse, AT&T has also begun engaging in behavior that go against the Net Neutrality rules set out by your own governing body, but not counting AT&T data against home broadband usage caps – essentially charging extra for the data from competitors in home video and phone services.

That said, while AT&T's purchase of T-Mobile USA would be the worst permitted takeover since Comcast took over NBC, I would protest against anyone else acquiring it as well. T-Mobile USA provides the only major competitor to AT&T on the GSM Bands, and while neither provides service in frequencies compatible with the rest of the world, T-Mobile is still a necessary competitor in the arena. AT&T's acquisition of T-Mobile would turn a Duopoly into a Monopoly with GSM Cellular Service, even as Verizon works to bring their own LTE network online (and begin a gradual conversion to GSM-based standards); this would immediately impact not just American customers of the respective cellular companies, but foreign nationals who rely on our GSM networks for instant communication with their homes, offices and businesses would also be affected severely in the form of a lack of choice of service providers, or any such say with regards to roaming charges AT&T could charge them as the sole GSM operator.

AT&T has presented behavior that is wholly destructive to cellular, home broadband, and voice infrastructure and service over the past several years, and continues to ignore the plights and demands of their own customers in favor of their shareholders. I whole heartedly recommend the acquisition of T-Mobile by any party be denied, and that AT&T's own semi-monopoly on GSM bands and service in the United States be reviewed for anti-competitive behaviors and consumer-unfriendly practices.

Sincerely,

Justin Nealis